

Fig. 1

Server ID	Work Type	Server Preference For Work Type	Server Threshold For Work Type
100	Calls From Prospects	8	9
100	Claims Calls	4	3
101	Calls From Prospects	5	9
101	Claims Calls	6	7
101	Calls From Preferred Customers	0	0

Fig. 2

Server ID	Work Type	Server Preference For Work Type	Server Threshold For Work Type	Composite Preference For Work Type
100	Calls From Prospects	8	9	10
100	Claims Calls	4	3	8
101	Calls From Prospects	5	9	7
101	Claims Calls	6	7	10
101	Calls From Preferred Customers	0	0	0

Fig. 3

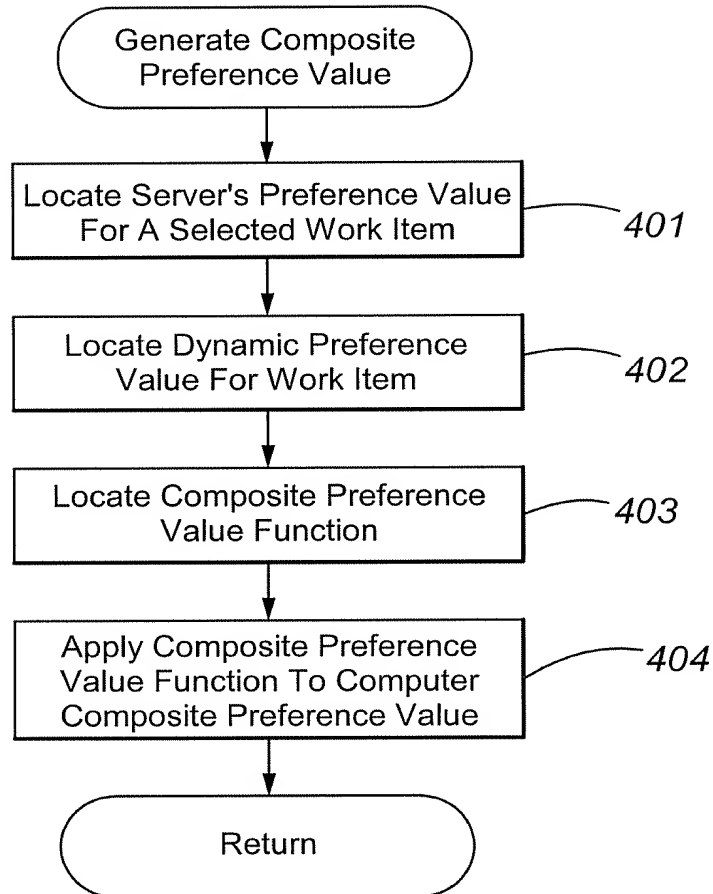


Fig. 4

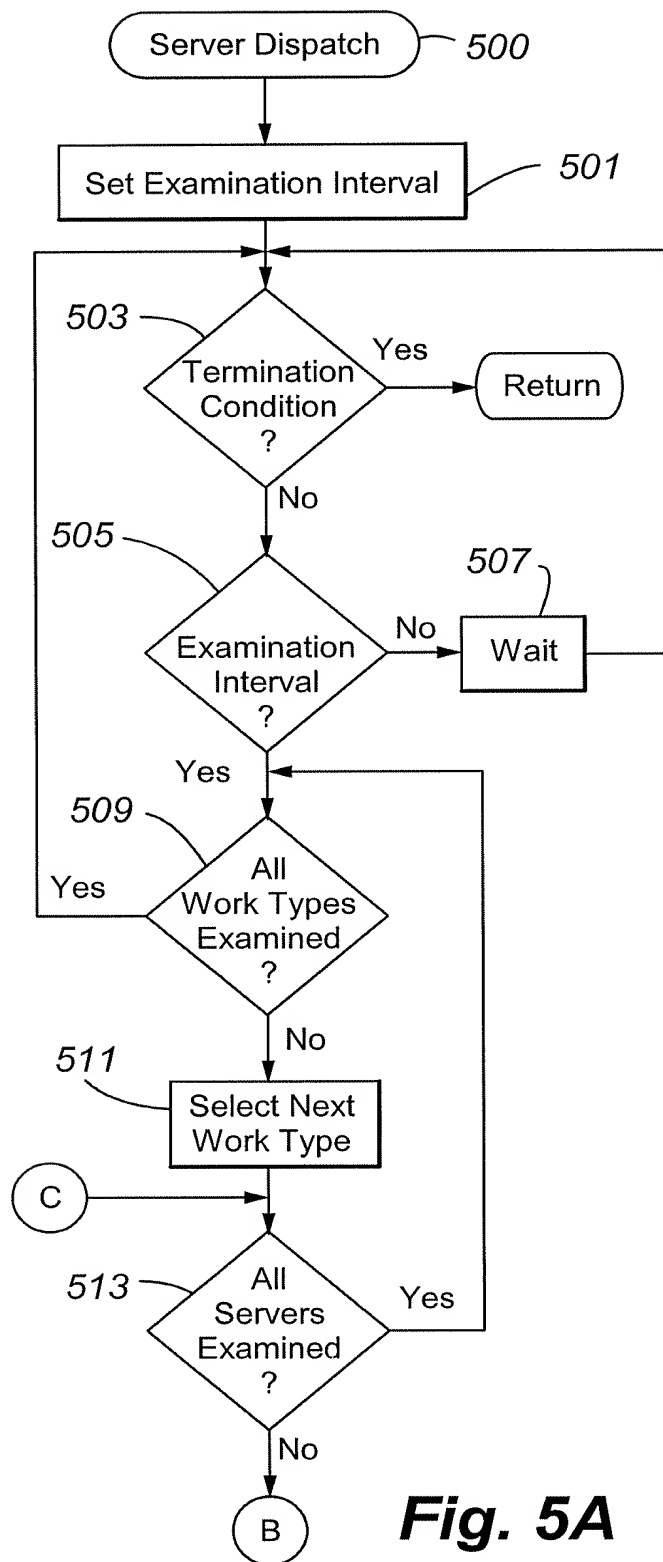


Fig. 5A

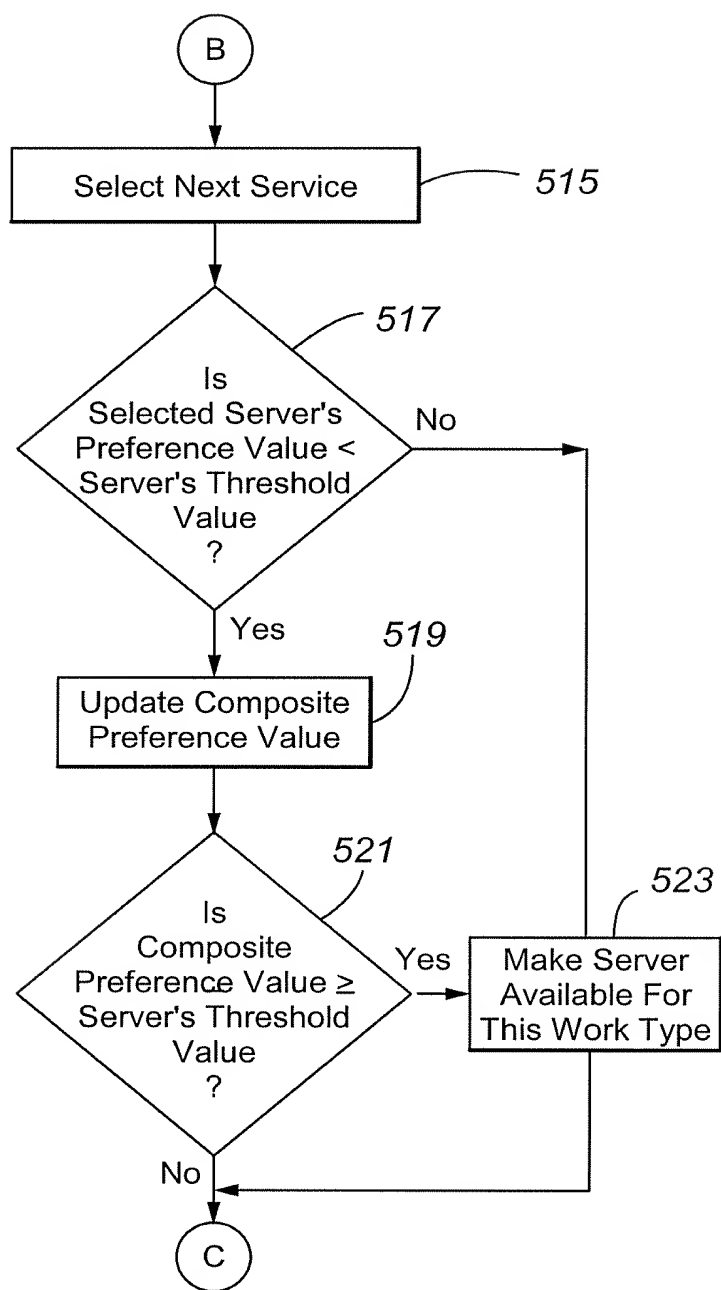


Fig. 5B

Fig. 6A

601		602	
Work Type		Available Servers	
Calls From Prospects		42	
Claims Calls		30	
Calls From Preferred Customers		15	

Fig. 6B

601		602	
Work Type		Available Servers	
Calls From Prospects		48	
Claims Calls		24	
Calls From Preferred Customers		15	

Fig. 6C

Work Type	Available Servers
Calls From Prospects	53
Claims Calls	24
Calls From Preferred Customers	10

Fig. 6D

Work Type	Available Servers
Calls From Prospects	50
Claims Calls	26
Calls From Preferred Customers	11

Server ID	Work Type	Server Preference For Work Type	Server Threshold For Work Type	Dynamic Preference Value for Work Type	Composite Preference Value
100	Calls From Prospects	8	9	2	10
100	Claims Calls	4	3	4	8
101	Calls From Prospects	5	9	2	7
101	Claims Calls	6	7	4	10
101	Calls From Preferred Customers	0	0	0	0

Fig. 7

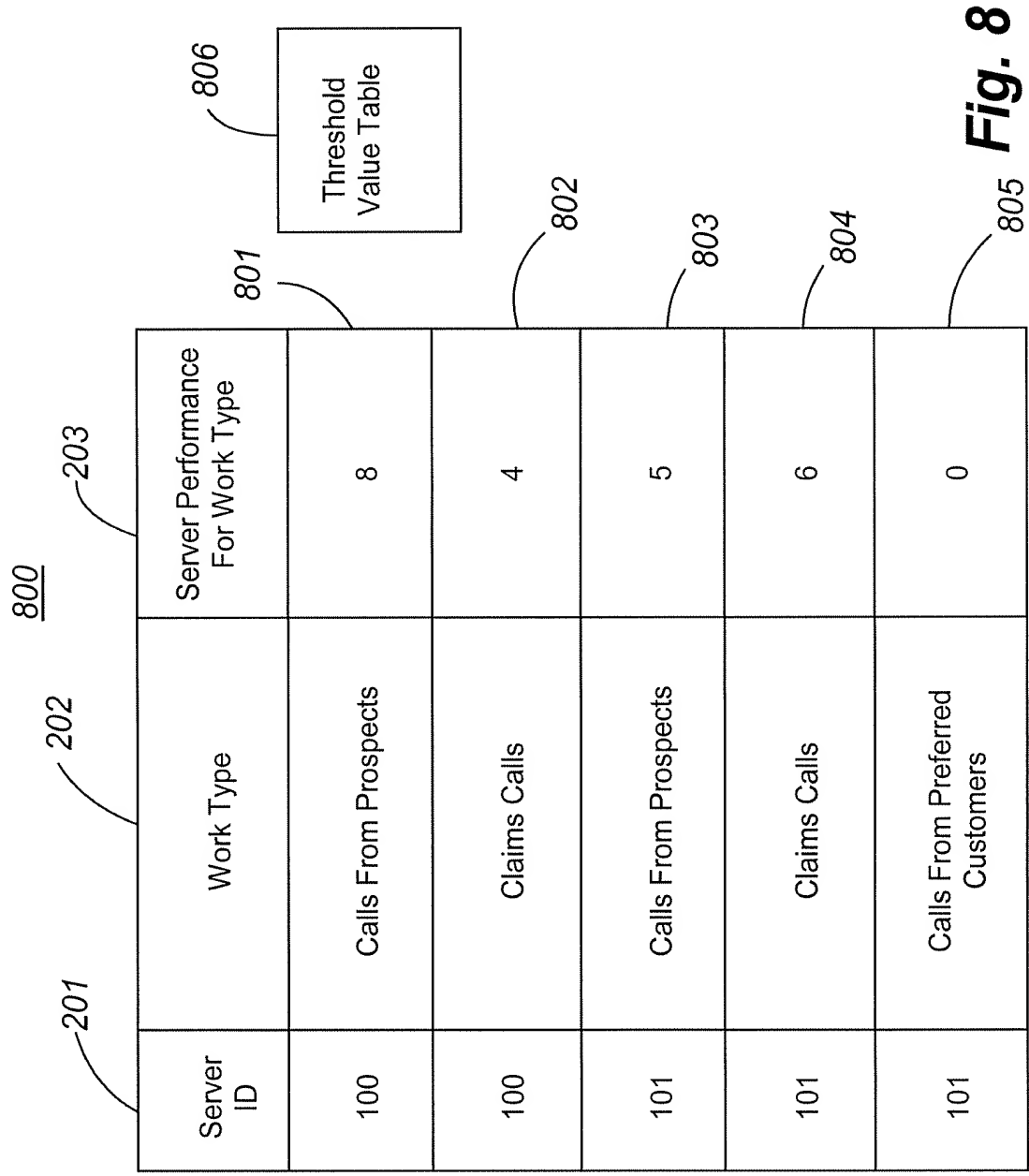


Fig. 8

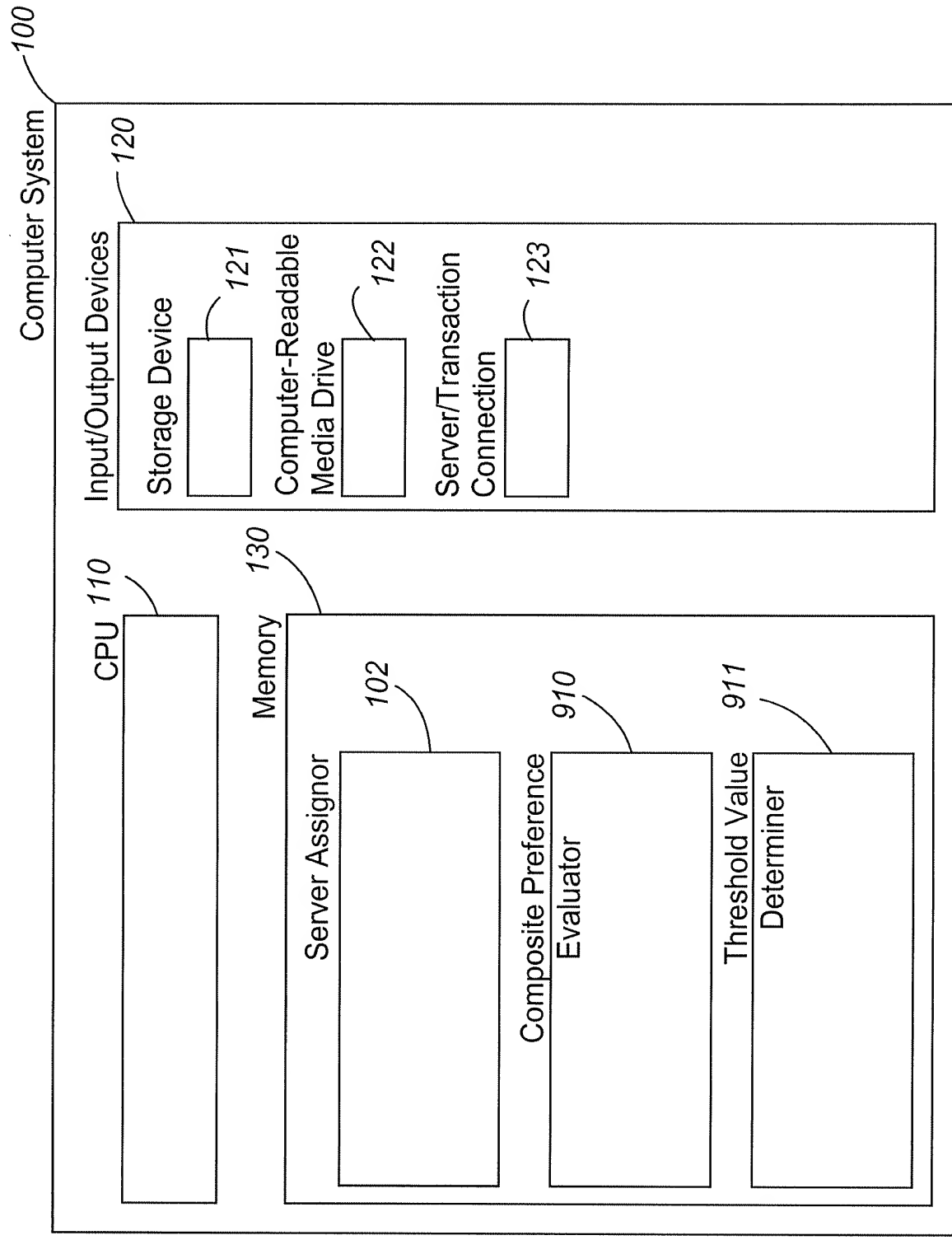


Fig. 9A

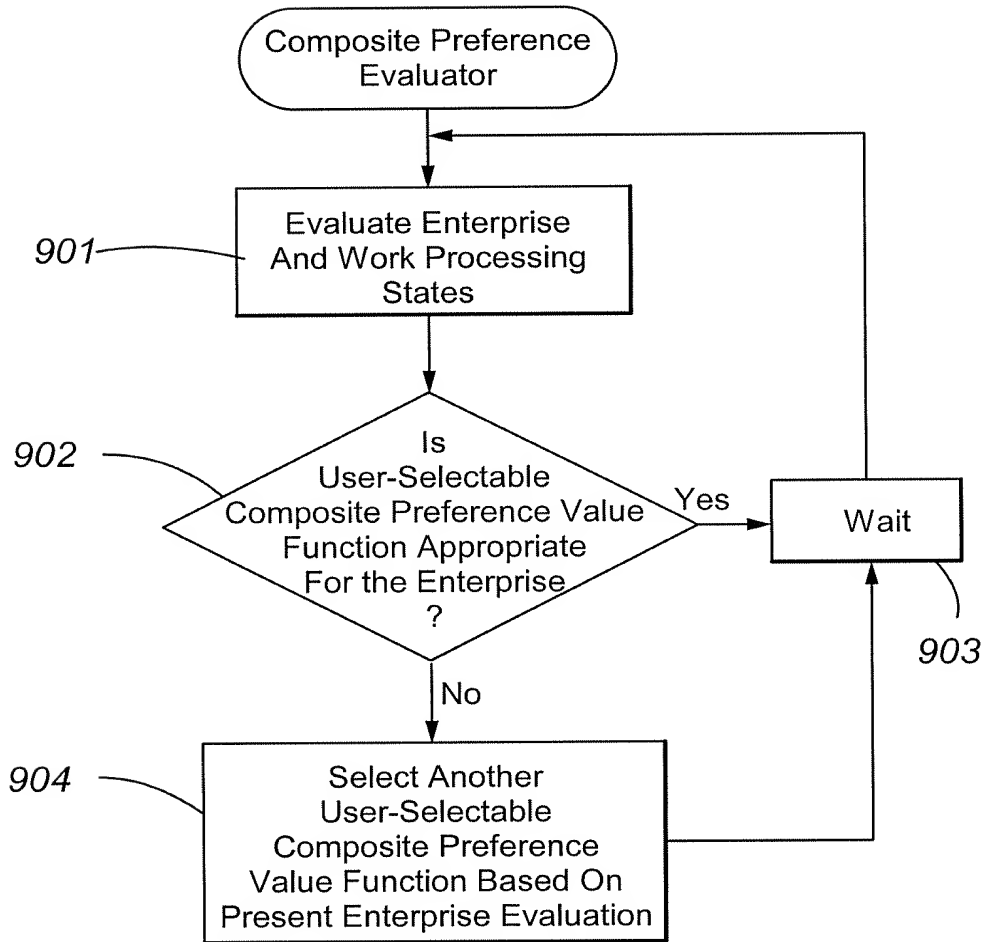


Fig. 9B

Agent ID	Work Type	Server Preference For Work Type	Server Threshold For Work Type	Composite Preference For Work Type
100	Calls From Prospects In Western Region	8	9	10
100	Claims Calls From Western Region	4	3	8
100	Calls From Prospects In Central Region	5	9	7
100	Claims Calls From Central Region	6	7	10
100	Public Utility Mandated Calls	8	9	20

Fig. 10

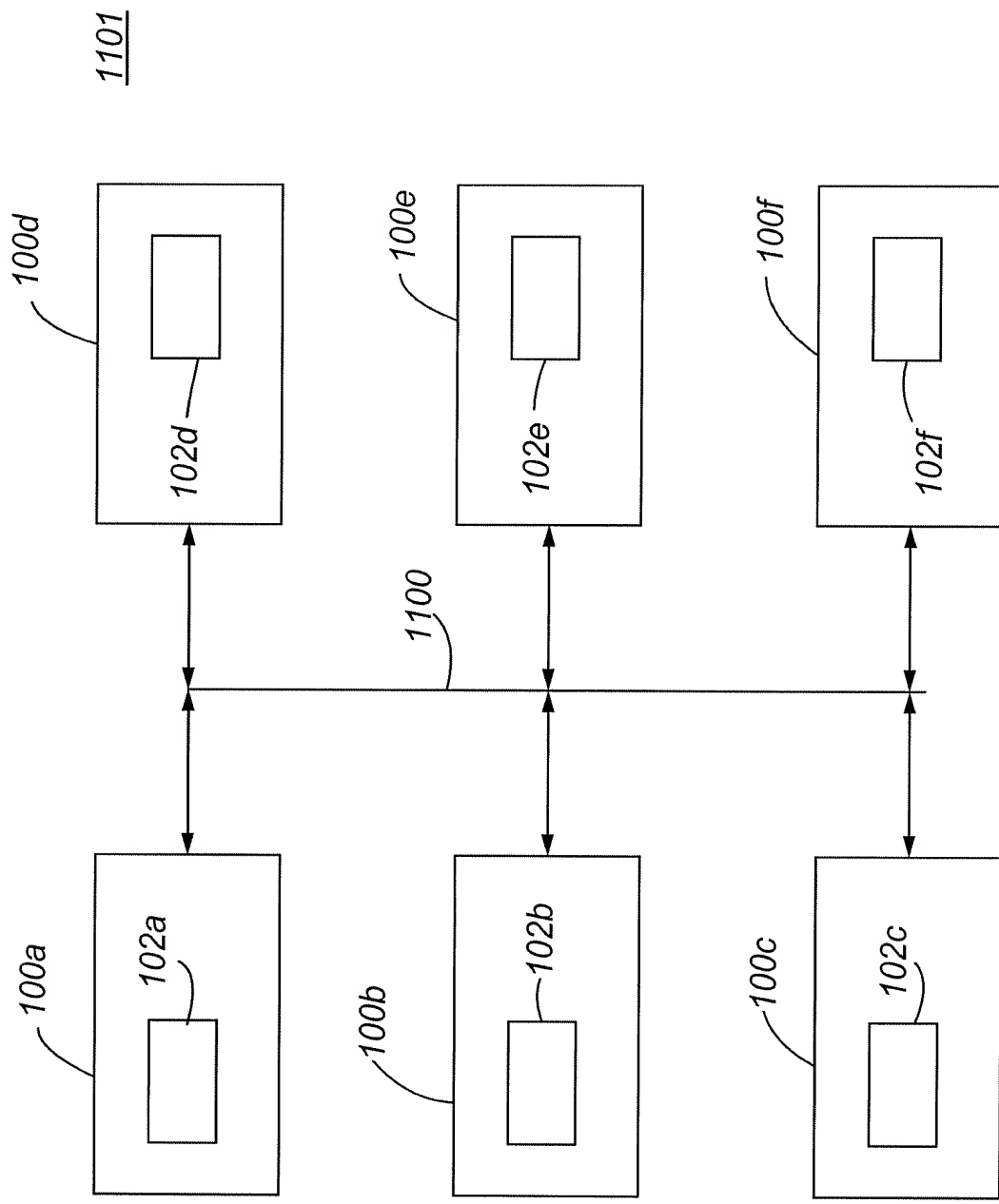


Fig. 11